EASA
European Aviation Safety Agency

Flight Standards developments

2nd EASA Workshop on Cabin Crew & Cabin/Passenger Safety

14 April 2015, Cologne

Your safety is our mission.

An agency of the European Union

Agenda

Rulemaking - Air Operations

- Special categories of passengers
- Sterile flight deck
- Cabin crew CRM training

Standardisation

- Oversight activities & outcomes

Carriage of special categories of passengers (SCPs), RMT.0269/0270

Julia Egerer

Air Operations Regulations Officer, Flight Standards

Definition of SCPs

persons with reduced mobility i.a.w. Regulation 1107/2006

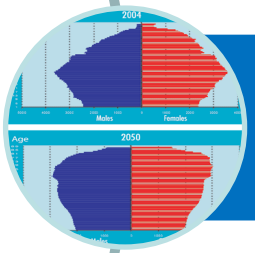
infants & unaccompanied children

Inadmissible passengers, deportees or prisoners in custody*

* outside the scope of this rulemaking task

Reasons for SCP rulemaking task

Increase in air travel



Demographic change

New passenger-mix

Existing rules on SCPs

EC Regulation 965/2012 CAT.OP.MPA.155

No seating in emergency exit row OR where their presence could	impede crew members in their duties	obstruct access to emergency equipment	impede emergency evacuation of the aircraft

EASA Decision 2012/18 AMC1 CAT.OP.MPA.155

number & categories of SCPs should not exceed number of passengers capable of assisting in case of emergency evacuation

Objectives of SCP rulemaking task

Definition and procedures for ‘safety assistant’ & specification of ‘safety requirements’

Operational

- Cabin crew training on carriage of SCPs
- seating allocation of SCPs
- Information provided to SCP

Effective mitigating measures

Passenger information

Crew training (not disability awareness training)

Seating allocation

Conditions for safety assistant

Maximum SCPs < pax capable of assisting

Clarification on comments received

EASA Decision will include Acceptable Means of Compliance and Guidance Material for operators, when developing procedures for the safe carriage of SCPs.

Information provided to SCPs does not necessarily imply briefing inside the cabin before departure. Other means to provide the information before check-in are possible.

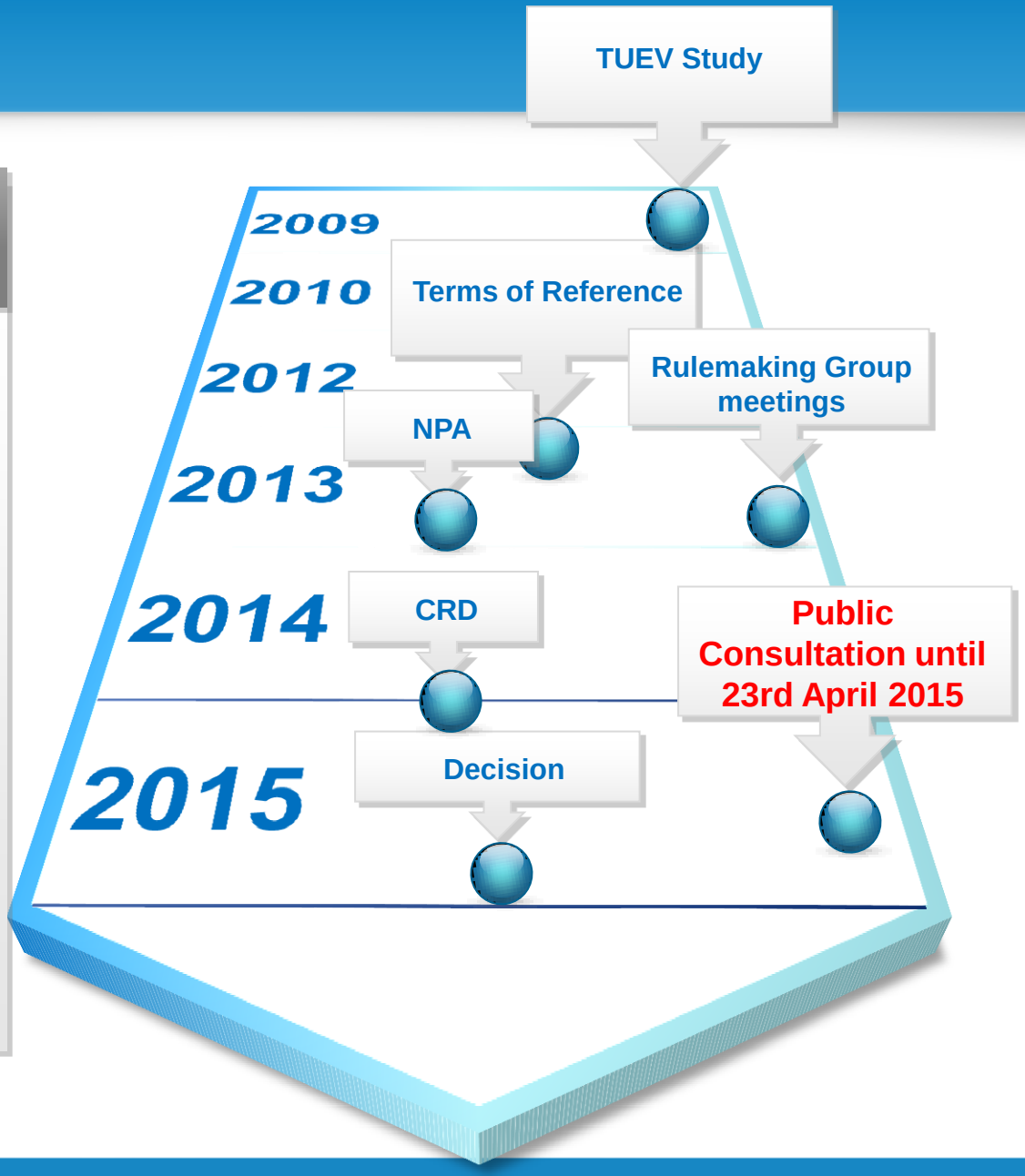
Group seating of some SCPs should be avoided to improve evacuation speed and to avoid putting too much strain on the seat structure.

Safety Assistant for some SCPs under clearly described circumstances is supported by many commenters.

Next Step:

SCP Rulemaking task

- TUEV Study (Dec'09)
  - 54 recommendations
- Terms of Reference (ToRs) (Q1/2012)
- Notice of Proposed Amendment (NPA) (Q1/2014)
- Comment Response Document (Q1/2015)
- Decision (Q4/2015)



Links

Notice of Proposed Amendment (NPA 2014-01)

Comment Response Document (CRD 2014-01)

Rights of disabled persons when travelling by air Regulation (EC) No 1107/2006]

Implementing Rules Air Operations (Commission Regulation 965/2012)

Decision Acceptable Means of Compliance and Guidance Material – Part CAT

TUEV Study on carriage by air of special categories of passengers Dec'2009

Terms of Reference: Carriage of Special Categories of Passengers Feb'2012

Sterile flight deck
Cabin Crew CRM training

Jan Boettcher

Air Operations Regulations Officer, Flight Standards

Overview

Presentation is focussed on cabin crew issues

- Sterile Flight Deck
  - Finalised in January 2015
  - What? Why? When?
- CRM training
  - To be finalised end of 2015
  - Current status
  - New items

What is meant by ‘sterile flight deck’?

- When flight crew focus on their essential duties

- Definition in Regulation 2015/140 of 29 January 2015
  - **‘Sterile flight crew compartment’** means any period of time when the flight crew members are not disturbed or distracted, except for matters critical to the safe operation of the aircraft or the safety of the occupants.

Why are sterile flight deck procedures needed?

- Accidents or incidents occurred when flight crew were busy with
  - Extraneous conversations not related to the flight
  - Cabin crew calls on non-essential matters
  - Non-pertinent radio calls
  - Public address announcements
- FAA enacted the 'sterile cockpit rule' in 1981!

AMC1 ORO.GEN.110(f)

- Introducing procedures to ensure that
  - Flight crew activities are restricted to essential operational activities
  - Cabin crew
    - communications to flight crew or
    - entering the flight deck

    are restricted to safety or security matters

When are sterile flight deck procedures to be applied?

AMC1 ORO.GEN.110(f)

- During critical phases of flight
- During taxiing (aeroplanes)
- Below 10 000 feet after take-off and before landing, except for cruise flight
- If determined by pilot-in-command or commander

When to communicate to flight crew?

… during sterile flight deck periods-of-time

GM1 ORO.GEN.110(f)

- Cabin crew use their own discretion to determine
- Situations requiring information to flight crew include
  - Outbreak of fire
  - Fuel or fluid leakage
  - Exit door unable to be armed or disarmed
  - Evidence of airframe icing
  - Abnormal vibration or noise
  - Security threat
  - Disruptive passenger
  - Medical emergency
  - Etc.

CRM Training – timeframe

Rulemaking Task RMT.0411

- Terms of Reference
  - Published in November 2012 (Issue 2)
- Rulemaking Group
  - Seven meetings from October 2012 to March 2014
- Notice of Proposed Amendments (NPA)
  - NPA 2014-17 published in June 2014
  - 406 comments received
  - In general positive and supportive feedback
- Review Group
  - Two meetings in March and May 2015
- Comment Response Document (CRD) and Decisions
  - Final amended AMC and GM to be published end of 2015

CRM training – main features

- Amending cabin crew provisions
  - AMC1 ORO.CC.115(e) and associated GM (Regulation 965/2012)
  - GM1 Appendix 1 to Part-CC(3) (Regulation 1178/2011)
- Restructuring and rephrasing to improve clarity and readability
- Modernisation by incorporating new items

CRM training – new items

- Expansion to non-CAT operations
- Expansion of combined training
- CRM training and management system
- Competency-based CRM training
- Resilience development
  - Mental flexibility
  - Performance adaptation
- Single cabin crew operations
- Qualification, training and assessment of CRM trainer
- Qualification of CRM trainer examiner
- Etc.

Standardisation and Cabin Crew requirements

Bas van der Weide

Acting Air Operations Standardisation Section Manager

Content

- Who does what in Flight Standards Directorate
- Overview of typical issues we come across w.r.t. cabin crew requirements
- Awareness of SIBs with a direct relation to cabin crew

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- **Who does what in Flight Standards Directorate**
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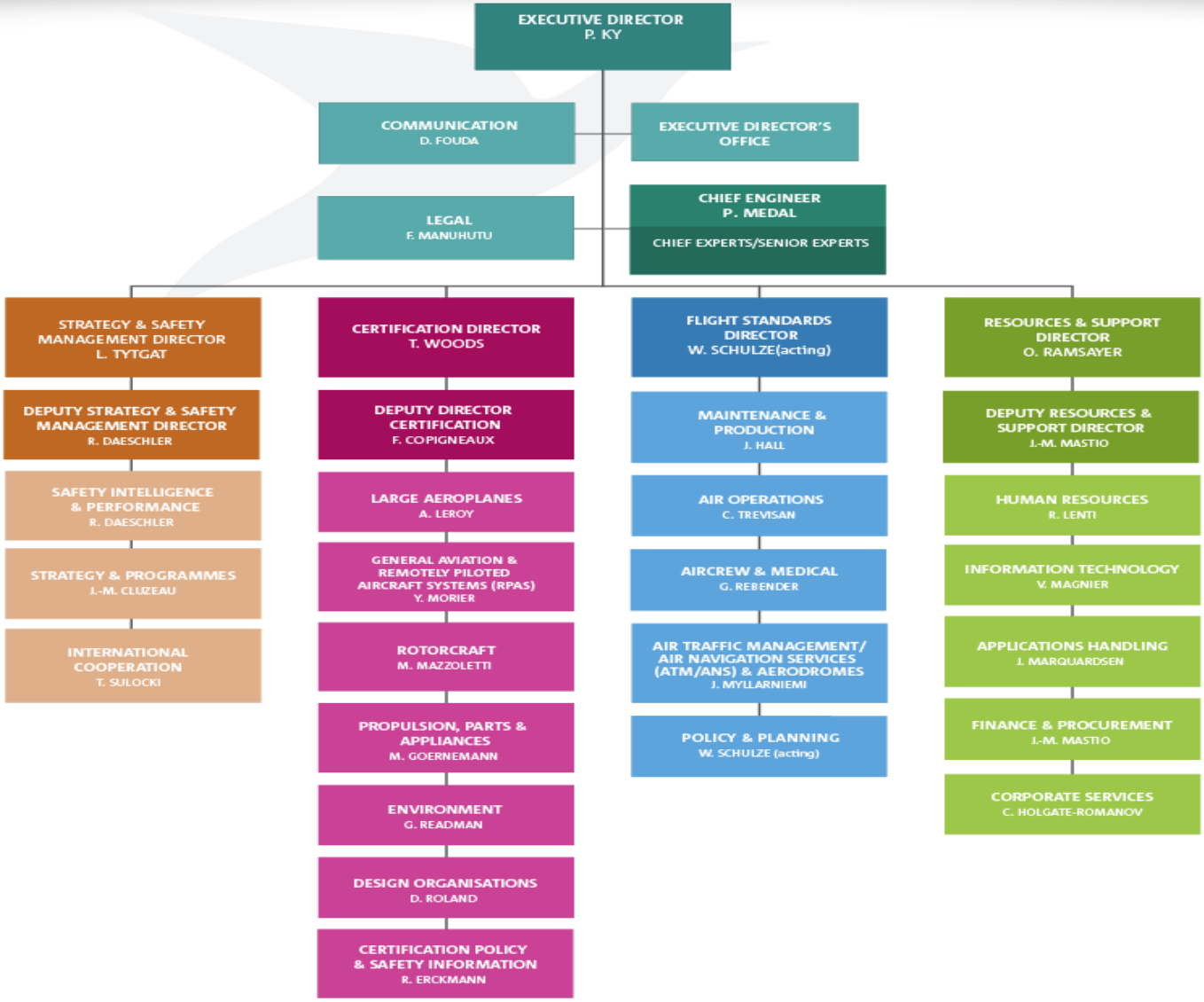
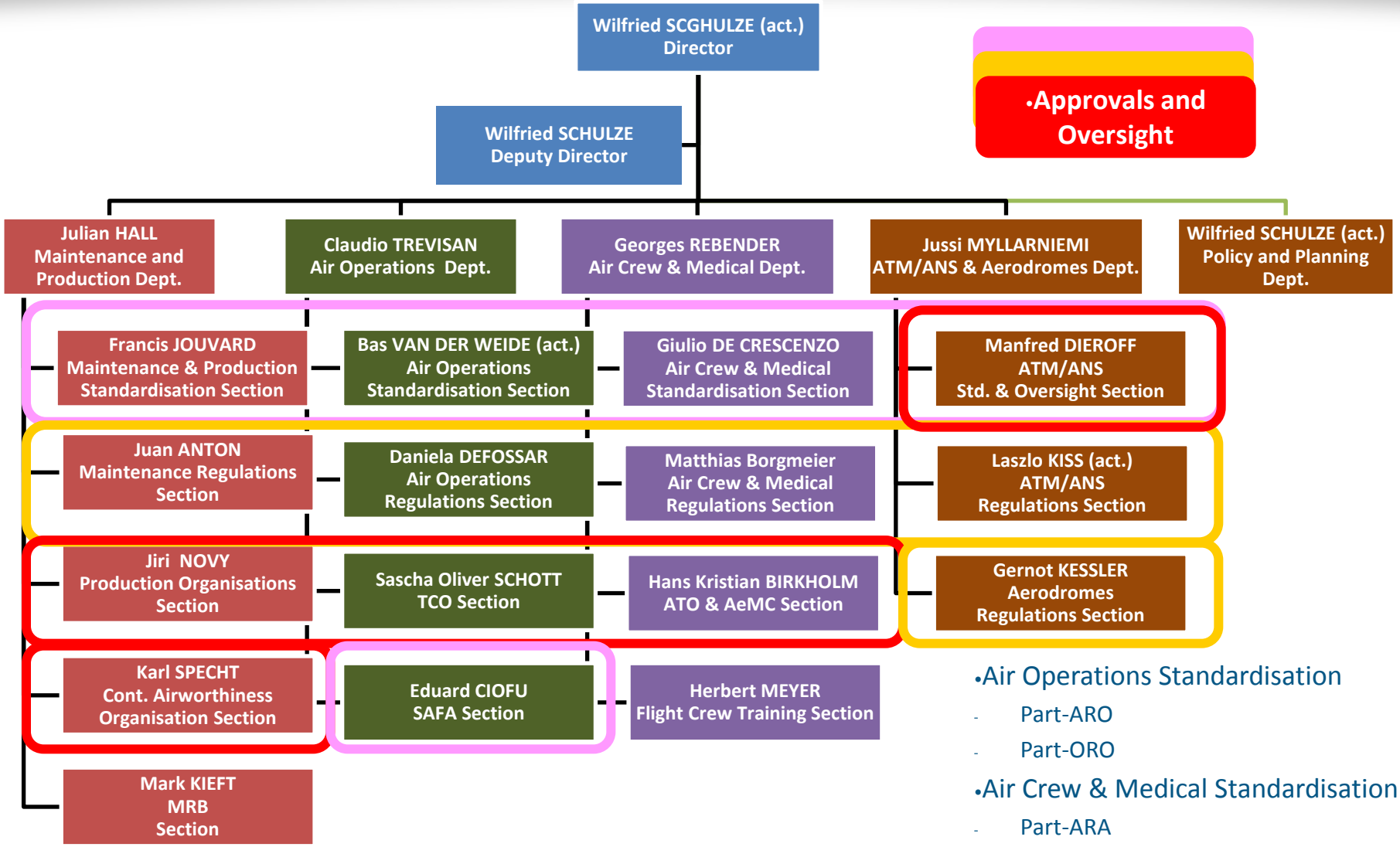
Who does what



Who does what

- Standardisation
  - Monitor the application by Member States of Basic Regulation and its Implementing Rules and assess their uniform implementation
    - i.e. how do Competent Authorities discharge their safety oversight responsibilities
  - Collect information regarding the impact of implementation of BR and its IR
  - … report the above to the Commission

Who does what



- Air Operations Standardisation
  - Part-ARO
  - Part-ORO
- Air Crew & Medical Standardisation
  - Part-ARA
  - Part-CC

Content

- Who does what in Flight Standards Directorate
- **Overview of typical issues we come across w.r.t. cabin crew requirements**
- Awareness of SIBs with a direct relation to cabin crew

Authorities

- Content/format of the Cabin Crew attestation
  - No deviation possible without Art.14.6 derogation
- Scrutiny of operations with crew members other than Flight Crew or Cabin Crew

Authorities

- Lack of sufficient detail in procedures regarding:
  - Qualification and training criteria for inspectors involved in certification and oversight activities related to cabin crew requirements
  - Quantity of inspections to be performed
  - Approval and oversight processes for cabin crew training organisations
  - Record keeping of ‘cabin crew attestations’

Operators

- General:
  - Crew members performing safety related duties without being trained i.a.w. cabin crew requirements
    - safety demonstration briefing
    - seat belts fastened checks
    - lavatory inspections
  - Crew members without any defined duties and related training requirements (not holding an attestation)
    - OM-A 5.5 Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew)
    - OM-D 2.4 for operations personnel concerned, including crew members

Operators

- Procedures:
  - Procedures not amended following changes in the requirements
    - awareness of the effects of surface contamination, Eustachian tubal function and barotraumas not yet reflected in the training programme
  - Cabin crew requirements not part of internal compliance monitoring
  - Operation on more than 4 types
  - Outsourced training not supervised
    - not ensuring that the training is performed i.a.w. the approved OM-D programme and company standards

Operators

- Procedures:
  - OM-D issues
    - copying the requirements, without detailing what the operator actually does or is entitled to do
    - including procedures and training programmes while not operating with Cabin Crew
    - Operator not approved to provide initial training course, whereas programme is included in OM-D
    - inappropriate/incorrect crediting of training

Operators

- Training:
  - type related matters included in the ‘initial training’
  - training performed by unauthorised staff
  - familiarisation flights
    - not performed for direct entry cabin crew
    - performed before the conversion course was completed
  - incomplete training files

Operators

- Training:
  - Examination after introductory course on CRM
  - Practical training:
    - actual opening of doors/exits in relation to the operating forces, including failure of power-assist systems, not included
    - practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment

Content

- Who does what in Flight Standards Directorate
- Overview of typical issues we come across w.r.t. cabin crew requirements
- **Awareness of SIBs with a direct relation to cabin crew**

SIB awareness

- 2013-06 Evacuation of Infants
- FAA SAIB NM-07-47, endorsed by EASA, Boeing 737 Aeroplanes equipped with Forward Airstairs
- 2014-29 Minimum Cabin Crew for Twin Aisle Aeroplanes.

SIB awareness

- 2015-04 Authorised persons in the flight crew compartment
- 2009-22R1 Fighting Fires caused by Lithium Type Batteries in Portable Electronic Devices (revision 1 to the 2009 version)
- 2015-06 Fire Risk of Electronic Cigarettes in Checked Baggage

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Q & A

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